

NC FAST

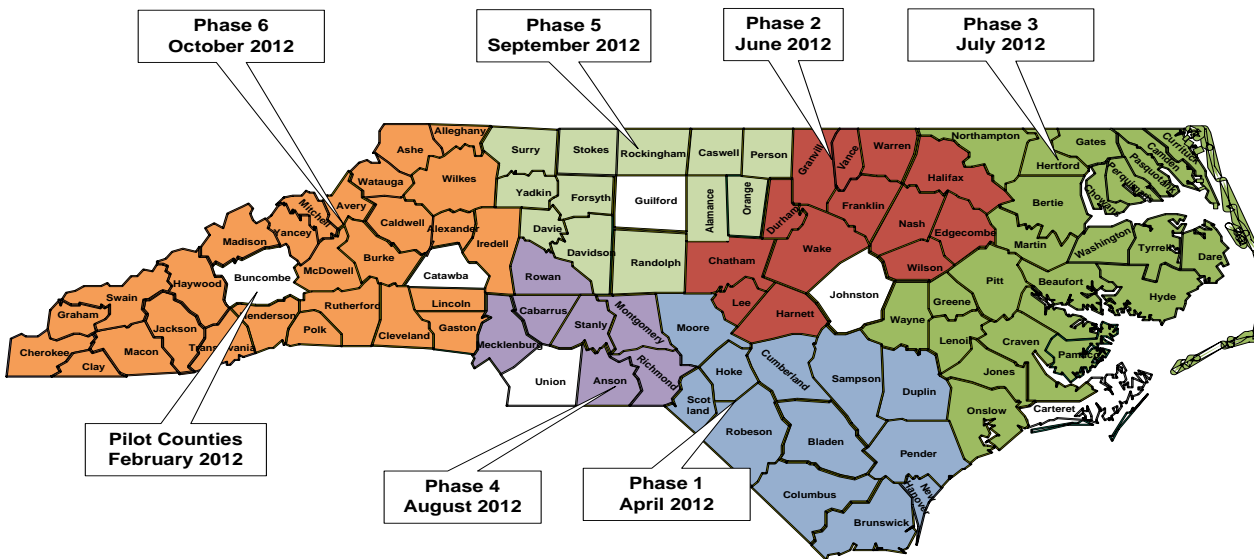
Coming Soon to a County Near You!

NC FAST will begin rolling out to Pilot counties in **February 2012**. Soon after the Pilot counties are up and running, additional counties will start implementing the NC FAST system in phases. The map below shows the different implementation phases and go-live dates for NC FAST Project 1, Global Case Management and Food & Nutrition Services. Full implementation of NC FAST Project 1 in all 100 counties will be completed by **October 2012**.



Project 1: Global Case Management and FNS

Information Brochure



We are working with a new version of the base software and we are going to take a major checkpoint in September at which point the schedule will be refined as needed.

How are we going to prepare?

- Each county has dedicated a number of individuals to serve as County Champions and Technical Champions to help prepare county staff for the implementation. They are addressing items such as data conversion, staff training, communications and office infrastructure.
- The NC FAST program team has dedicated County Readiness Liaisons who will be working closely with each county to help them prepare.
- Newsletters, topic spotlights and extensive training will all be provided to staff to inform them of upcoming changes and increase awareness of NC FAST.
- NC FAST will be visiting the counties and communicating anticipated changes through “road show” briefings with county staff.

For more information about NC FAST, please visit the website at <http://www.ncdhhs.gov/ncfast>



NC FAST In a Nutshell

What is NC FAST?

- North Carolina Families Accessing Services through Technology (NC FAST) is a program designed to improve the way the Department of Health and Human Services and county departments of social services provide services and benefits to the people of North Carolina.
- NC FAST introduces new technological tools and business processes that will enable workers to spend less time on administrative tasks and more time addressing the needs of families.
- NC FAST takes advantage of industry leading case management software known as Cúram to streamline the application, eligibility determination and benefit issuance processes.
- The main goal of NC FAST is to provide better benefit program access and services to the people of North Carolina.

Why implement NC FAST?

- County caseworkers currently spend a large portion of their time completing paperwork and filing case documentation. NC FAST will reduce paperwork and streamline data gathering – allowing caseworkers to provide better support to the clients.
- NC FAST will create a uniform case management system across all 100 counties in North Carolina. This allows information to be shared and transferred among counties, helping not only county DSS staff, but all program participants as well.
- NC FAST will help caseworkers to administer various program benefits and services, allowing them to focus on excellent case management practices.
- Clients will receive benefits in a more timely manner, due to reduced application and processing time.
- A standardized system creates the ability to implement policy changes efficiently and uniformly.

Common Questions About NC FAST

When **NC FAST** held an initial meeting with each Pilot County, the county staff raised a number of questions regarding the implementation and the NC FAST system. Pictured below are Kelly Grizzard, Diane Poe and Kimberly LeBlanc of Guilford County. A sampling of the questions asked follow.



Will county staff be able to call up information on cases as needed using NC FAST? Yes, staff will have access to all the needed case information through NC FAST.

When the county goes live on NC FAST what will happen to FSIS? When a county goes live, that county will then have read-only access to FSIS. All new case information will be entered in NC FAST.

How much data will be converted into NC FAST from FSIS? All current case data, as well as 2 years of history will be converted from FSIS into NC FAST. Any record older than 2 years will not be converted.

Will NC FAST include the program policies and calculate benefit amounts automatically? Yes. NC FAST is a rule-based system, based on the eligibility rules in place for each program. The system will automatically calculate the benefit amount a customer may receive based on the information entered by a caseworker.

When can I have it? NC FAST will start deploying in February 2012. See the back panel for further detail.

Benefits & Changes

Key Benefits:

- **Less Paperwork** – You will no longer complete certain paper-based forms, including DSS-8207 and DSS-8219. All client information collected on those forms is entered directly into NC FAST.
- **Local agencies will streamline processes** – Supervisor functionalities as a result of NC FAST implementation will be improved with support for workload management tools like calendars with daily tasks and notices of actions due.
- **Efficiency** – NC FAST will provide improved case documentation, work flows and user guides, and linked access to rules and policies.
- **Clients gain online access** – The ePASS functionality will be deployed with NC FAST to allow for clients to apply for benefits online. This data will automatically feed into NC FAST, eliminating the need for physical visits to local agency.

Key Changes:

- **No Manual Intake Report Log** – The Cúram software being deployed as part of NC FAST includes a reception function. It also captures the time the case manager receives the application, response time for case action, and generates the necessary notice and information needed to complete the application processing.
- **Workloads will be centrally organized** – NC FAST will include a workload tab that will include a list of assigned cases assigned to case managers. Each worker will be able to easily view active and newly assigned cases from this tab.
- **Improved System Access** – NC FAST will be operational nearly 24/7 with minimal downtime for system maintenance during non-traditional work hours. This provides greater flexibility to meet the needs of the state's most vulnerable families.